

**ANNUAL PROTECTION & ADVOCACY OF INDIVIDUAL RIGHTS (PAIR)  
PROGRAM PERFORMANCE REPORT**

State: INDIANA  
Fiscal Year: 2009

**DESIGNATED AGENCY IDENTIFICATION**

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**PART I. NON-CASE SERVICES:**

- A.** Individual Information and Referral Services (I&R): (multiple responses not permitted.)
1. Individuals receiving I&R within PAIR priority areas
  2. Individuals receiving I&R outside PAIR priority areas
  3. Total individuals receiving I&R (lines A1 + A2)
- B.** Training Activities:
1. Number of trainings presented by PAIR staff 59
  2. Number of individuals who attended training 4,668  
(approximate)  
Describe the trainings presented by PAIR staff. Be sure to include information about the topics covered, the training methods used, and the purpose for the training. Use separate sheets if necessary.

**TRAININGS**

10/06/08, Behavior Corp. Day Services Group. Public Education. There were 26 in attendance.

10/06/08, Parent Teacher Advisory Council for Special Education. There were 2 in attendance.

10/16/08, Carey Services Transition Fair. Public Awareness. Exhibit. There were 150 in attendance.

10/21/08, Indiana Coalition Against Domestic Violence Conference. Public Awareness. Exhibit. There were 378 in attendance.

10/21/08, Transition Partners of Northeast Indiana Transition Fair. Public Awareness. Exhibit booth for transition event. There were 350 in attendance.

10/22/08, Indiana Coalition Against Domestic Violence Conference. Public Education. There were 10 in attendance.

10/23/08, Adult Protective Services-Investigator Training. Public Awareness. Education and Training Director presented an overview of IPAS activities and programs. There were 37 in attendance.

10/23/08, Adult Protective Services-Investigator Training. Public Awareness. IPAS attorneys presented on the comparisons of legal obligations between APS and IPAS. There were 37 in attendance.

10/24/08, Bartholomew Consolidated School Corp. Public Education. There were 300 individuals in attendance.

10/30/08, Special Education. Public Education. There were 10 in attendance.

10/30/08, IN-ABC Conference. Public Awareness. There were 150 in attendance.

11/06/08, Zionsville Schools Transition Fair. Public Education. There were 100 in attendance.

11/20/08, Indiana Foster Care and Adoption Conference. Public Education. There were 50 in attendance.

11/22/08, 2008 Annual CASA/GAL Conference. Public Education. There were 200 in attendance.

12/01/08, Partners in Policy Making. Public Awareness. There were 38 in attendance.

12/01/08, Indiana Governors Council for Persons with Disabilities Annual Conference. Public Awareness. Exhibit booth. Approximately 455 in attendance.

12/02/08, Passages, Inc. Public Education. There were 10 in attendance.

12/03/08, Lutheran Rehabilitation Hospital. Public Awareness. There were 10 in attendance.

01/07/09, ACF Region V Emergency Preparedness Meeting. Public Education. Presentation on IPAS educational efforts in the area of emergency preparedness, discussed IPAS Emergency Planning Guide, Person Evacuation Kits, and TIPS for Law Enforcement. There were 30 in attendance.

01/12/09, PTACSE-Bloomington. Public Education. There were 4 in attendance.

01/21/09, Bosma Industries. Public Education. Panel on "Advocacy at Vocational Rehabilitation Counselors for Visually Impaired" quarterly meeting. Described IPAS and CAP advocacy efforts. There were 25 in attendance.

01/22/09, Special Education Forum. Public Education. There were 10 individuals in attendance.

02/09/09, Parent-Teacher Advisor Council for Special Education. Public Education. There were 5 in attendance.

02/23/09, Medicaid Waiver Forum at IIDC. Public Awareness. Exhibit. There were 75 in attendance.

02/24/09, Medicaid Waiver Forum at IIDC. Public Awareness. Exhibit. There were 75 in attendance.

02/26/09, Low Vision Fair. Public Awareness. Exhibit-provided information on IPAS and services provided, focused on topics of interest to persons with visual impairments. There were 250 in attendance.

03/14/09, Multiple Sclerosis Society Disability Fair. Public Awareness. Provided information on IPAS activities and priorities and objectives. There were 150 in attendance.

03/20/09, NAMI's 6th Annual Mental health and Criminal Justice Summit. Public Awareness. Exhibit booth--"TIPS for Law Enforcement and Corrections Personnel" and "Emergency Planning Guides" were distributed. There were 273 in attendance.

03/23/09, WISE-Work Incentive Seminar Event-Social Security. Public Education. There were 15 in attendance.

04/02/09, Monroe County Community Schools Special Education Forum. Public Education. Presented on the new IEP system and ISTART7. There were 9 in attendance.

04/02/09, Greencastle High School Transition Fair. Public Awareness. Display booth with materials regarding special education and transition for students with disabilities and their families. There were 150 in attendance.

04/13/09, Parent-Teacher Advisor Council for Special Education. Public Education. There were 7 in attendance.

04/16/09, PATINS Tech Expo. Booth/Exhibit for Expo--provided IPAS agency information to attendees. There were 375 in attendance.

04/02/09, Scott County Transition Fair. Public Awareness. Booth--general information and overview of IPAS activities and programs. There were 100 in attendance.

05/11/09, InSource. Public Education. Parent Group including parents of children in foster care. Overview of Section 504, Special Education, parental rights, and process to resolve differences. There were 21 in attendance.

05/11/09, Wabash Center Inc., Public Education. There were 12 in attendance.

05/13/09, Pike High School Transition Fair. Public Awareness. Display booth with materials regarding special education and transition for students with disabilities and their families. There were 50 in attendance.

05/22/09, Waynedale Elementary School, Public Education. General agency overview as it applies to school systems and educational rights for students with disabilities. There were 3 in attendance.

06/08/09, Martinsville/Mooresville Schools Transition Fair. Public Awareness. Display booth with materials regarding special education and transition for students with disabilities and their families. There were 50 in attendance.

06/12/09, Nursing Home Adm./Social Worker/Service Providers. Public Education. Presentation regarding IPAS services, disability rights and appeal processes. There were 21 in attendance.

06/12/09, In-Source/Parent Group. Public Education. Presentation to parents, including foster parents regarding "Disability Rights and the Appeal Process." There were 15 in attendance.

08/13/09, Tippecanoe Public Library for Work Incentives Seminar Event. Public Education. There were 5 in attendance.

08/13/09, Clarian Coalition on Domestic Violence. Public Education. Presentation regarding IPAS services and "Ensuring Accessible Services to Crime Victims with Disabilities." There were 50 in attendance.

08/19/09, Multiple Sclerosis Resource Fair. Public Awareness. Exhibit--provided information and materials on IPAS services. There were 150 in attendance.

08/27/09, Bloomington Special Education Forum. Public Education. Forum discussion on "Transitions Across the School Age" and "First Steps to College." There were 7 in attendance.

08/27/09, Gateway Services. Public Education. There were 12 in attendance.

09/01/09, East Noble Middle School. Public Awareness. Attendees were provided with an overview of IPAS services. There were 2 in attendance.

09/10/09, Orange/Washington/Crawford County Special Education Co-op. Public Education. Presentation on transition topics such as Social Security, Vocational Rehabilitation, college, and IPAS services. There were 40 in attendance.

09/10/09, Blufton-Harrison. Public Awareness. Overview of IPAS activities, priorities and objectives. There were 3 in attendance.

09/10/09, Bellmont High School. Public Awareness. Overview of IPAS activities, priorities and objectives. There were 3 in attendance.

09/11/09, Key Consumer Conference. Public Awareness. Exhibit--provided materials on IPAS activities and programs and voting rights for individuals with disabilities. There were 244 in attendance.

09/11/09, Key Consumer Conference. Public Education. Presentation on IPAS activities, priorities and objectives, and voting rights for individuals with disabilities. There were 4 in attendance.

09/11/09, Prairie Heights High School. Public Awareness. Overview of IPAS activities, priorities and objectives. There were 3 in attendance.

09/14/09, Parent-Teacher Advisory Council for Special Education. Public awareness. There were 20 in attendance.

09/14/09, IU-TBI Support Group, Public Education. There were 15 in attendance.

09/22/09, Marion County Juvenile Detention Center. Public Education. Overview of IPAS services and abuse/neglect specific to the juvenile detention center. There were 6 in attendance.

09/29/09, Northcrest Elementary School. Public Awareness. Overview of IPAS priorities and objectives provided to families and school employees. There were 30 in attendance.

09/29/09, East Noble School Corporation Transition Event. Public Awareness. Overview of IPAS priorities and objectives provided to families and school employees. There were 35 in attendance.

09/29/09, Marion County Juvenile Detention Center. Public Education. Overview of IPAS services and abuse/neglect specific to the juvenile detention center. There was 1 in attendance.

<b>C.</b>	Information Disseminated to the Public:	
1.	Radio and TV appearances by PAIR staff	0
2.	Newspaper/magazine/journal articles	0
3.	PSAs/videos aired	0
4.	Hits on the PAIR/P&A website	60,144
5.	Publications/booklets/brochures disseminated	15,100
6.	Other (specify separately)	0
<b>PART II. INDIVIDUALS SERVED:</b>		
<b>A.</b>	Individuals Served (Count individual once per FY. Multiple counts not permitted for lines A1 through A3.)	
1.	Individuals still served as of October 1 (carryover from prior FY)	23
2.	Additional individuals served during the year	59
3.	Total individuals served (lines A1 + A2)	82
4.	Individuals w. more than 1 case opened/closed during the FY. (Do not add this number to total on line A3 above.)	8
<b>B.</b>	Individuals served as of September 30 (carryover to next FY may not exceed total on line II. A.3 above)	39
<b>C.</b>	Problem Areas/Complaints of Individuals Served:	
1.	Architectural accessibility	15
2.	Employment	0
3.	Program access	10
4.	Housing	5
5.	Government benefits/services	3
6.	Transportation	3
7.	Education	31
8.	Assistive technology	2
9.	Voting	0
10.	Health care	4
11.	Insurance	0
12.	Non-government services	0
13.	Privacy rights	0
14.	Access to records	0
15.	Abuse	13
16.	Neglect	4
17.	Other	1
<b>D.</b>	Reasons for Closing Individual Case Files	
1.	Issues resolved partially or completely in individual favor	19
2.	Other representation found	2
3.	Individual withdrew complaint	9
4.	Appeals unsuccessful	0
5.	PAIR Services not needed due to individual's death, relocation etc.	0
6.	PAIR withdrew from case	4
7.	PAIR unable to take case because of lack of resources	0
8.	Individual case lacks legal merit	13
9.	Other	2
	(Please explain on separate sheet.)	
	1. Client failed to cooperate with IPAS.	
	2. IPAS informed the client of his right to file a complaint with Fair Housing and the client reportedly plans to do so.	
<b>E.</b>	Intervention Strategies Used in Serving Individuals: (List the highest level of intervention used by PAIR prior to closing each case file.)	
1.	Technical assistance in self-advocacy	9
2.	Short-term assistance	17
3.	Investigation/monitoring	14
4.	Negotiation	3
5.	Mediation/alternative dispute resolution	4
6.	Administrative hearings	0
7.	Litigation (including class actions)	2

8.	Systemic/policy activities	0
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**PART III. STATISTICAL INFORMATION ON INDIVIDUALS SERVED:**

<b>A.</b>	Age of Individuals Served as of October 1. (Multiple responses not permitted.)	
1.	0 - 4	1
2.	5 - 22	32
3.	23 - 59	40
4.	60 - 64	3
5.	65 and over	6
<b>B.</b>	Gender of Individuals Served: (Multiple responses not permitted)	
1.	Females	24
2.	Males	58
<b>C.</b>	Race/Ethnicity of Individuals Served: (Individual may be counted more than once)	
1.	White	58
2.	Black or African American	22
3.	American Indian or Alaska Native	0
4.	Asian	0
5.	Native Hawaiian or other Pacific Islander	0
6.	Hispanic or Latino	1
7.	Race/ethnicity unknown	1
<b>D.</b>	Living Arrangements of Individuals Served: (Multiple responses not permitted.)	
1.	Independent	28
2.	Parental or other family home	34
3.	Community residential home	0
4.	Foster care	0
5.	Nursing home	0
6.	Public institutional living arrangement	1
7.	Private institutional living arrangement	1
8.	Jail/prison/detention center	18
9.	Homeless	0
10.	Other living arrangements	0
11.	Living arrangements not known	0
<b>E.</b>	Primary Disability of Individuals Served: (Identify the individual's primary disability, namely the one directly related to the issues/complaints)	
1.	Blind/visual impairment	4
2.	Deaf/hard of hearing	8
3.	Deaf-blind	0
4.	Orthopedic impairment	20
5.	Mental illness	4
6.	Substance abuse	0
7.	Mental retardation	0
8.	Learning disability	24
9.	Neurological impairment	14
10.	Respiratory impairment	2
11.	Heart/other circulatory impairment	1
12.	Muscular/skeletal impairment	1
13.	Speech impairment	0
14.	AIDS/HIV	1
15.	Traumatic brain injury	2
16.	Other disability	1

**PART IV. SYSTEMIC ACTIVITIES AND LITIGATION:**

<b>A.</b>	Systemic Activities:	
1.	Number of policies/practices changed as a result of non-litigation systemic activities	0
2.	Number of individuals potentially impacted by policy changes	0
	Describe your systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. Include case examples of how your systemic activities impacted individuals served. (Attach separate sheets if necessary.)	
	N/A	
<b>B.</b>	Litigation/Class Actions:	

- |    |  |   |
|----|--|---|
| 1. | Number of individuals potentially impacted by changes as a result of PAIR litigation/class action efforts  | 0 |
| 2. | Number of individuals named in class actions<br>Describe your litigation/class action activities. Explain how individuals with disabilities benefited from your litigation activities. Be sure to include case examples that demonstrate the impact of your litigation. (Attach separate sheets if necessary.) | 0 |

N/A

## **PART V. PAIR'S PRIORITIES AND OBJECTIVES:**

### **A. Priorities and Objectives for the Fiscal Year Covered by this Report:**

For each of your PAIR program priorities for the fiscal year covered by this report, please:

1. Identify and describe priority.
2. Identify the need, issue or barrier addressed by this priority.
3. Identify and describe indicators PAIR used to determine successful outcome of activities pursued under this priority.
4. Explain whether pursuing this priority involved collaborative efforts by other entities. If so, describe this collaboration.
5. Provide the number of cases handled under the priority. Indicate how many of these, if any, were class actions.
6. Provide at least one case summary that demonstrates the impact of the priority.

### **PRIORITIES and OBJECTIVE**

Priority 1: Reduce or eliminate abuse and neglect of individuals with disabilities.

Presenting Advocacy Need: Individuals with disabilities continue to be physically, mentally, sexually, and financially abused or sustain injury in these areas through neglect.

Collaborative Efforts by Other Entities: There were no collaborative efforts with other entities.

Number of Cases Handled under the Priority: 16 clients, with 17 service requests

#### **Representative Case:**

"Bob" contacted IPAS, alleging the Indiana Department of Corrections ("IDOC") was failing to provide him with appropriate medical treatment. Bob has rheumatoid arthritis, which causes him significant pain and at times necessitates the use of a wheelchair. Bob was determined eligible for Chronic Care services at the prison for his rheumatoid arthritis and was treated with Tylenol. When the Tylenol did not alleviate Bob's pain, he was prescribed Naproxen which he stopped taking due to side effects. At that point, Bob requested IPAS' assistance to get what he considered to be appropriate pain medication. In the course of investigation, the IPAS advocate advised Bob to make his requests for different medication to medical staff per the facility's procedure. He did so and, subsequently, began receiving the medication he had requested. With IPAS intervention Bob successfully accessed the proper internal procedure and achieved his goal of receiving appropriate treatment for his pain.

#### **Indicators:**

Objective 101: Review twenty (20) allegations of abuse or neglect on behalf of individuals with disabilities to ensure that the allegation is reported to the responsible entities and advocate that necessary actions are taken to protect the health, safety, and welfare of the individuals.

IPAS reviewed seventeen (17) service requests for sixteen (16) clients (one client had two service requests under this objective). Ten service requests were closed during the fiscal year. One outcome was that an individual was able to access the appropriate process to receive a change of medication within the prison system (see Representative Case). One outcome was that an individual was successful in removing two family members as his co-guardians when he complained that the co-guardians were neglectful and had financially exploited him. Two (2) individuals were found to be ineligible for PAIR services. One service request was closed when the client disappeared and the facility the client complained of had no record of her. In five cases where individuals complained that they were not receiving appropriate medical treatment while in prison, IPAS found that the prison facilities were providing medical treatments, the clients were regularly monitored, and the clients had access to and used the internal grievance procedure. Seven (7) service requests for six (6) clients remain open at the close of FY2009.

Priority 2: Reduce or eliminate discrimination or the denial of rights due to disability.

Presenting Advocacy Need: Disability discrimination prevents individuals with disabilities from leading independent and productive lives. There are continual barriers to equal access to protections, services, programs, and facilities for individuals with disabilities. There is also increased emphasis on school discipline; therefore students with disabilities are at increased risk of termination or reduction of their educational services.

Collaborative Efforts by Other Entities: There were no collaborative efforts with other entities.

Number of Cases Handled under the Priority: 45 clients, with 55 service requests

Representative Case:

"Janice" is a parent of an elementary school student. Janice has Multiple Sclerosis and uses a cane for mobility. Her child's elementary school had "accessible" doors located on the front entrance to the building, but the push pad to activate the doors had been broken for at least four years at the time that Janice contacted IPAS. Because of the cane, Janice was unable to manipulate the doors, especially if she had items in her other hands. She stated that a person in a wheelchair would not be able to enter without assistance. The school had recently renovated the front entrance to the school, but the construction was completed and the door remained inaccessible. Although Janice complained to the main headquarters, nothing came from it, so she contacted IPAS. IPAS assessed the push pads and general set up of the front entrance at the school. IPAS confirmed that the entrance was not accessible due to mechanical issues with the electric doors and alarm systems. IPAS further found physical obstructions of the push pad. With IPAS intervention, the problem with the electric door and alarm system was corrected, the obstructions to access the buttons were removed, and the doors are accessible.

Indicators:

Objective 201: Review (25) allegations of discrimination on behalf of individuals who have been denied services under the ADA Title 2 and 3, or Fair Housing.

IPAS reviewed thirty-eight (38) service requests for twenty-eight (28) clients. Twenty-two (22) service requests for seventeen (17) clients were closed. Sixteen (16) service requests for eleven (11) clients will carry over into FY2010. Examples of case outcomes include:

- IPAS assisted client in obtaining signage for handicapped parking areas at CVS Store and Tops Hardware Store in Elwood.

- The Indianapolis zoo agreed to purchase an accessible car for the zoo train in the 2010 budget.

- A child was given access to an early childhood program at a child care center.

- A student at Indiana University/Purdue University of Indianapolis (IUPUI) contacted IPAS alleging that some of the bathrooms at IUPUI were not accessible. IPAS toured the bathrooms in question and attempted a resolution through IUPUI. When this attempt was unsuccessful, IPAS assisted the student with a complaint to the Office for Civil Rights at the U.S. Department of Education in Chicago. The Office for Civil Rights conducted an on-site survey and found numerous elements to be out of compliance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990. The Office for Civil Rights and the parties entered a settlement agreement resolving the matters.

- An individual with a visual impairment was denied access to GED classes at an IDOC facility due to his disability. IPAS sent a letter on the individual's behalf to the facility asking for accommodations including Braille materials. The facility reported that the individual failed to inform them of his desire to take GED classes. With IPAS assistance the formal request to take GED classes was made and an order was issued to transfer the individual to another facility where there was a GED program with Braille accommodations. (The individual was subsequently released from IDOC custody before the transfer could take place and the case was closed.)

- An individual with a hearing impairment at a County IDOC facility requested access to a TTY and an interpreter while at the facility and expressed concerns for lack of accommodations to all State courts under the ADA. This complaint was remedied with information provided by IPAS to the facility on the individual's legal rights and by the facility developing and implementing appropriate policies and procedures for such accommodations.

- An individual who uses a wheelchair contacted IPAS seeking assistance with the accessibility of his apartment complex. He complained that there was no ramp from his apartment door to the sidewalk and he was unable to use his wheelchair to get out of the apartment. With IPAS intervention and monitoring, the apartment complex installed a ramp and hand rails, and added appropriate identification and markings for the parking lot.

Objective 202: Review allegations on behalf of fifteen (15) students where the school, due to a proposed or instituted change of educational placement or suspension or expulsion, has or will reduce educational services

and advocate for the restoration of services provided in the least restrictive environment.

IPAS reviewed seventeen (17) service requests for seventeen clients. Sixteen service requests were closed. One will carry over into FY2010. Examples of case outcomes include:

-IPAS reviewed three student's Individual Educational Plans (IEP) and with IPAS' assistance, the schools added needed supports and accommodations to the educational plans.

-Through IPAS intervention three students that were suspended with expulsion pending were allowed to return to school with full time educational services.

-A student was attending an academy that did not recognize the student's disability or their own obligations per Article 7. IPAS filed a formal complaint with the Indiana Department of Education. Resolution of the complaint generated a plan of service that included testing, one on one instruction, laptop and internet services at home and compensatory educational services.

Objective 203: Provide advocacy services for three (3) individuals with disabilities that have allegedly been subjected to disability based discrimination if it is deemed that the case or situation may have systemic implications.

IPAS created a systemic project to address ADA violations at Gas America stations throughout Indiana. Gas America was selected because:

1. IPAS approached Gas America Corporate on an individual complaint and received no response;
2. Gas America is a business with stations only Indiana and Ohio;
3. The Corporate office is located in Indiana (Greenfield).

IPAS surveyed all Gas America stations in Indiana. The survey included an assessment of the accessibility of the gas pumps, parking, bathrooms, and the stores or services offered inside the stations. Many of the stations were out of compliance with the physical accessibility guidelines of the ADA. IPAS legal sent a letter to the corporate office with our findings and made recommendations. Gas America hired counsel who met with IPAS to discuss a course of action. Gas America was open to feedback from the IPAS survey and is currently assessing the (approximately) sixty four stations throughout the state. IPAS will continue this project into the FY 2010.

Priority 3: Increase awareness and effective self-advocacy by providing education and training about disability rights and the exercise of these rights.

Presenting Advocacy Need: Individuals with disabilities, their family members and advocates lack information about disability rights, as well as the methods and processes by which these rights can be effectively exercised. This priority focuses on the agency's outreach efforts to individuals with disabilities, their family members, and advocates.

Collaborative Efforts by Other Entities: IPAS collaborated with numerous entities under this education and training priority. Please see the list of trainings under Part I(B) for more specific information.

Number of Cases Handled under the Priority: This priority was created to capture IPAS' education and training efforts. This priority was not designed to focus on individual cases.

Representative Case: Not applicable.

Indicators:

Objective 301: Provide education and training about disability rights and IPAS to individuals with disabilities, parents, guardians, advocates, and/or service program providers.

For the 2009 fiscal year there were fifty-nine (59) public awareness and public education events, reaching a total of four thousand, six hundred and sixty-eight (4668) individuals. The list of the individual trainings with specific information on type of training, topics covered, and attendance is found under Part I(B).

Back Home In Indiana Alliance: A collaboration of the Governor's Council for People with Disabilities, Indiana Civil Rights Commission (ICRC), IPAS and the Back Home In Indiana Alliance has been formed to further self-determination by promoting choice and control within the area of affordable housing for adults with disabilities and families with children with disabilities. The intent of the collaboration was to further access to affordable and accessible housing for people and to promote fair housing. The project provides public housing education and training and technical assistance for people with disabilities. One of the staff attorneys represented IPAS in this project. IPAS agreed to sponsor three training sessions for Back Home Again Alliance participants conducted by Steve Gold, a noted civil rights and disability rights attorney. Teams of community advocates were trained to assist individuals with disabilities in finding low cost housing. Eighty-three (83) individuals attended the trainings.

Objective 302: Participate on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the rights of individuals with disabilities.

The IPAS Advocate attended the Indiana's State ADA Steering Committee throughout the year. The Committee presented various ADA Audio Conferences and Webinars, including:

- Everything about Enforcement
- Update on Section 508 and Section 255
- Work at Home/Altered Work Schedules as an Accommodation
- Interplay between the ADA and the Family Medical Leave Act
- Virtual Communication - Implications for Employers
- Understanding Mental Illness: What Does an Employer Need to Know
- Legal Update on Major Life Activities
- 2-part Series for State and Local Governments on Public Rights of Way and Emergency Planning
- Hospitality and the ADA Training

The Committee sponsored the Indiana Employment Summit. It was also involved with various projects in the state, including Indiana Department of Natural Resources projects involving accessibility, the Lanier Mansion project, expanding accessibility at Grissom Air Force Base, and ADA training conducted at the Eiteljorg Museum.

Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.

Presenting Advocacy Need: Individuals with disabilities, their family members and advocates lack information about disability rights, as well as the methods and processes by which these rights can be effectively exercised. This priority focuses on the IPAS' response to individuals who contact the agency.

Collaborative Efforts by Other Entities: Not applicable. Although IPAS staff might refer a caller to another agency or entity that may be more appropriate to address their concern, there is no coordinated plan with any other agency or entity to meet this priority.

Number of Cases Handled under the Priority: As information and referrals are not opened as cases, no cases were opened under this priority.

Representative Case: Not applicable.

Indicators:

Objective 401: Provide accurate information about disability rights and assistance concerning the exercise of these rights.

IPAS responded to five hundred and seventy six (576) PAIR related inquiries this fiscal year.

#### B. Priorities and Objectives for the Current Fiscal Year:

Please include a statement of priorities and objectives for the current fiscal year (the fiscal year succeeding that covered by this report), which should contain the following information:

1. a statement of each priority;
2. the need addressed by each priority; and
3. a description of the activities to be carried out under each priority.

#### **PRIORITIES and OBJECTIVES**

**Priority 1: Reduce or eliminate abuse and neglect of individuals with disabilities.**

**Presenting Advocacy Need: Individuals with disabilities continue to be physically, mentally, sexually, and financially abused or sustain injury in these areas through neglect.**

**Objectives:**

**101 Review twenty (20) allegations of abuse and neglect on behalf of individuals with disabilities to ensure that the allegation is reported to the responsible entities and advocate that necessary actions are taken to protect the health, safety and welfare of individual.**

**Priority 2: Reduce or eliminate discrimination or the denial of rights due to disability.**

**Presenting Advocacy Need:** Disability discrimination prevents individuals with disabilities from leading independent, productive lives. There are continual barriers to equal access to protections, services, programs, and facilities for individuals with disabilities. There is also increased emphasis on school discipline; therefore students with disabilities are at increased risk of termination or reduction of their educational services.

**Objectives**

**201** Review twenty five (25) allegations of discrimination on behalf of individuals who have been denied services under the ADA Title 2 and 3, or Fair Housing.

**202** (Deleted in 2009)

**203** Provide advocacy services for three (3) individuals with disabilities that have allegedly been subjected to disability based discrimination if it is deemed that the case or situation may have systemic implications.

**204** Conduct twenty (20) survey visits to Work One Centers to assess architectural and program accessibility and monitor compliance with the Americans with Disability Act.

**Priority 3: Increase awareness and effective self-advocacy by providing education and training about disability rights and the exercise of these rights.**

**Presenting Advocacy Need:** Individuals with disabilities, their family members and advocates lack information about disability rights, as well as the methods and processes by which these rights can be effectively exercised. This priority focuses on the agency's outreach efforts to individuals with disabilities, their family members, and advocates.

**Objectives:**

**301** Provide education and training about disability rights and IPAS to individuals with disabilities, parents, guardians, advocates, and/or service program providers.

**302** Participate on selected committees, groups or task forces that have systemic implications concerning policies and practices affecting the rights of individuals with disabilities.

**Priority 4: Provide timely and accurate information about disability rights and technical assistance concerning the exercise of these rights.**

**Presenting Advocacy Need:** Individuals with disabilities, their family members and advocates lack information about disability rights, as well as the methods and processes by which these rights can be effectively exercised. This priority focuses on the IPAS' response to individuals who contact the agency.

**Objectives:**

**401** Respond to requests for information and referral and technical assistance to individuals with disabilities, their families, and professionals about disability rights and provide information and technical assistance concerning the exercise of these rights.

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**PART VI. NARRATIVE:**

At a minimum, you must include all of the information requested. You may include any other information, not otherwise collected on this reporting form that would be helpful in describing the extent of PAIR activities during the prior fiscal year. Please limit the narrative portion of this report, including attachments, to 20 pages or less.

The narrative should contain the following information. The instructions for this form outline the information that should be contained in each section.

- A. Sources of funds received and expended
- B. Budget for the fiscal year covered by this report
- C. Description of PAIR staff (duties and person-years)
- D. Involvement with advisory boards (if any)
- E. Grievances filed under the grievance procedure
- F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency

## NARRATIVE

### A. Sources of funds received and expended:

The PAIR grant is the sole source of funds received and expended for the PAIR program activities.

### B. Budget for the fiscal year covered by this report:

Category	Expended in Grant Year 09	Projected Budget 2010	
WAGES AND SALARIES	\$149,630	\$150,000	
FRINGE SERVICES	\$62,900		\$60,000
CONTRACTS/AGREEMENTS	\$30,480		\$30,000
MATERIALS/SUPPLIES	\$19,396		\$20,000
EQUIPMENT	\$387		\$1,000
OTHER (Work. Comp.)	\$10,806		\$11,000
TRAVEL	\$3,325		\$3,500
INDIRECT COSTS			
CONSTRUCTION			
TOTAL Expenses for 2009: \$276,924		TOTAL Proposed for 2010: \$275,500	

ESTIMATED CARRYOVER 09 grant: \$37,161

### C. Description of PAIR staff (duties and person-years):

IPAS has thirty staff members. IPAS administers eight federally funded advocacy programs: the PAIR program, Protection and Advocacy for Individuals with Developmental Disabilities (PADD), Protection and Advocacy for Individuals with Mental Illness (PAIMI), the Client Assistance Program (CAP), Protection and Advocacy for Assistive Technology (PAAT), Protection and Advocacy for Beneficiaries of Social Security (PABSS), Protection and Advocacy for Traumatic Brain Injury (PATBI), and Protection and Advocacy for Voting Accessibility (PAVA). All staff work under the various programs, including the PAIR program. Staff are required to closely track their work activities under each program. Bi-weekly, each staff member accounts for the amount of time spent in each program. This accounting is used to determine the portion of each staff member's salary and benefits paid by each of the federal programs for that bi-weekly pay period. This cost allocation approach assures that each funding source supports only those activities and expenses which are authorized under that source's legislation and regulations.

The entire IPAS staff:

- 1 Executive Director
- 1 Director of Legal and Client Services
- 1 Support Services Director
- 3 Staff Attorneys
- 3 Assistant Client Services Directors
- 12 Regional Advocates
- 2 Intake Specialists
- 1 Information and Technology Specialist
- 1 Education and Training Coordinator
- 1 Fiscal Officer
- 1 Executive Secretary
- 1 Data Entry Clerk
- 1 Receptionist/Secretary
- 1 Account Clerk

IPAS staff worked in the PAIR program to the extent equaling 3.9 full time positions this grant year.

### D. Involvement with advisory boards (if any):

IPAS is represented by staff serving on the ADA State Steering Committee.

### E. Grievances filed under the grievance procedure:

None

F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency:

CAP is also administered by IPAS. The State long-term care program is administered by the Indiana Family and Social Services Administration, Division of Disability, Aging and Rehabilitation Services. IPAS has an on-going arrangement with the administering agency based on a prior written agreement, which defined coordination and referrals between all IPAS programs and the State long-term care ombudsman program.

Signed?	Yes
Signed By	Debra J. Dial
Title	Staff Attorney/PAIR Coordinator
Signed Date	
Updated By	paindiald
Date Last Changed	

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